

### What is care coordination?

Care coordination is the deliberate organization of patient care activities between two or more participants (including the patient) involved in a patient's care to facilitate the appropriate delivery of health care services.

- Elements of Quality Care Coordination
- Deliberate
  - Organized
  - Involves multiple people
  - Patient-centered
  - Ideally, the result is the appropriate delivery of medical services

Definition from National Center for Biotchnolog

## Care Coordination Who is involved?

- First and foremost: THE PATIENT
- Pa
  - Coach and Captain
  - Constant in the life of the child
  - Expert on their child
  - Supervisor of those who provide care
  - Visionary who sees the "big picture"

Parent and patient are central to the process and should be viewed by all others as equal participants.

## Care Coordination Who else is involved?



- Medical professionals: doctors, nurses, pharmacists, etc.
- Others: social workers, school health aides, etc.
- ACTIVITY: Create a care map



### Care Coordination What should you do?

- Get health insurance coverage.
- Keep private insurance if possible, even if eligible for Medicaid.
- Contact Family Voices for options

- Understand your insurance coverage.
   Get a copy of the entire policy.
   Read carefully to know the basics.
- Know who to contact.

- Problems and Appeals
   Know which kind of plan you have
   Self funded: Contact U.S. Dept of Labor (606) 578-4680
   Fully Insured: Contact IN Dept of Insurance 1-800-622-4461

### Care Coordination What else can you do?

- Save time and energy with technology
   Apps: Care Zone
   Use text reminders for appointments, medications ready
   Use automatic refills for medications
- Use online medical charts
- Use a medical summary tool
   Self-Manage Your Health Care (Indiana Transition Book)
- Portable Medical Summary
- Wellness Passport and Addendum
- Thumb drive on your key chain
- Keep a copy attached to your child's car seat in case of emergency



### Communication Have you ever...

- Met with your child's teacher about any issue?
- Told a cashier that an item was not ringing up correctly?
- Spoken at a local gathering about a project you care about?
- Reminded your doctor about an important detail like a drug allergy?

YES? Then you are communicating! You are being an advocate! Advocates speak up for themselves or others to make things better. Being an advocate is an important part of care coordination.

#### **Communication Basics**

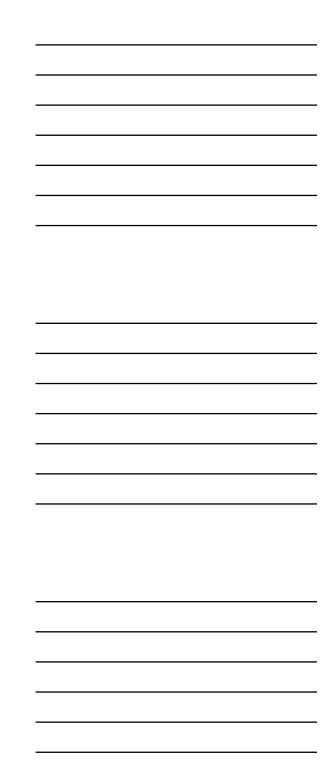




All parties need to take responsibility for each conversation. Every person involved must make sure they are hearing and understanding.

### Get organized Documenting Details

- Have a care notebook
- Take notes on appointments, medications, questions, ideas, etc.
- Keep a communication log
   Date, time, and type of communication
   Names and titles of participants
- Content: What was discussed
- Action items: Who is responsible for what?
  When will you communicate again?
- Sharing medical informationKnow office policies.
- Richard China Chi



## Active Listening Listening so you understand

- Strategies for Active Listening
- Ask questions
- Eye contact
- Lean forward
- Encourage
- Paraphrase
- = Clarify
- Focus on feelings
- Summarize
- Make a recording of the appointment.
- Keep the patient occupied: Busy Bag

### Wait! What? Asking Effective Questions



- Come prepared. Have your care notebook ready with initial questions and important information:
- Current medications
- Recent symptoms
- Recent specialist notes
- Recent test results
- 3 basic questions for every provider that you can use again and again
  - (1) What is my main problem?
  - (2) What do I need to do?
  - (3) Why is it important for me to do this?

= Other tips for asking questions: http:// www.ahrq.gov/legacy/questions/qb/

### Role Play



- Scenario: You are at your child's annual well visit. The nurse taking down your information says that they are typically running low on the vaccine that your child needs today, so your child will not be able to receive the vaccine until another shipment arrives.
- Response: Working with a partner, decide how you could respond to this statement in an assertive manner.

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### Role Play



- \* Scenario: You have been waiting to see a certain specialist for months, your symptoms have been worsening, and your stress level has been higher than usual. On the day of the appointment, you finally arrive after a hectic drive, and you realize you have forgotten your care notebook, but you do have your mobile phone.
- Response: Working with a partner, determine what you could do to get organized in the moment and practice what you would say first to the specialist.



# Ready, Set, Go You've got this!



- Look confident even when you don't feel it...
  Verbal: Know what to say. Use care notebook.
- Nonverbal: Know how to say it.
- Posture (shoulders back, chin up)Make eye contact.
- Use appropriate personal space.
- Facial expressions (attentive and concerned rather than worried!)
   Voice (Pace, Tone, Volume, Pitch)
- Use "I" instead of "you"
   Less threatening
- Avoid placing blame
- Focus on the patient.

### Dealing with Difficult People When you disagree...

- Breathe slowly and stay calm.
- Use these steps for Problem SolvingDefine the problem.
- State the common goal.

- Collect research-based information to support your position. Trust It or Trash It

  Listen to the specialist.

  Identify possible solutions and choose the best one
- Take time to reflect and develop a mutually agreed upon plan. And if that doesn't work...
- Know your rights!
- Find a new provider.Get a second opinion.

### Contact Info and References

- Family Voices Indiana317-944-8982fvindiana.org
- Some content adapted from
  Skills for Effective Parent Advocacy"
  A curriculum created by the
  National Family Advocacy Support and
  Training (FAST) Project, a project of
  PACER Center: fastfamilysupport.org
  Communication" webinar by INSOURCE
  on October 27, 2015: insource.org
  Care Coordination" training developed by
  Region 4 Genetics Collaborative, a project
  of Michigan Public Health Institute



